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Health Services Response Workshop  
DSCLS205W  
September 2006

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**Description**      *Health Services Response* is an instructor-led workshop designed to orient licensed or certified health professionals to the roles and responsibilities of a Health Services Associate when working on behalf of the American Red Cross to meet the disaster-related health needs of clients.

This one-day learning experience consists of a series of presentations, class discussions and small table group activities during which participants work as members of a Red Cross Health Services team to resolve complex problems. These activities require workshop participants to apply their professional knowledge, experience and critical thinking abilities to the work-related challenges experienced by Red Cross workers who provide immediate assistance to clients in the aftermath of a disaster.

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**Purpose**              The purpose of this workshop is to prepare licensed or certified health professionals to either work in their local chapter jurisdiction or be deployed to a Red Cross disaster relief operation and function as health professionals within the Health Services Protocols.

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**Learning Objectives**      After completing this workshop, participants will be able to—

- Describe the role of the Red Cross Health Services worker.
- Identify and apply the Health Services Commitments to their actions as a Red Cross Health Services worker.
- Describe the Health Services disaster relief settings to which health professionals may be assigned.
- Assess the needs of Red Cross disaster clients and provide appropriate interventions and assistance according to the Health Services Protocols.
- Describe three possible challenges of working with diverse populations—including persons with disabilities (PWD)—and list useful strategies for providing assistance.
- Describe the purpose of the Health Services Protocols.
- Describe how public health concepts are integrated into the actions of Red Cross Health Services.

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**Audience**              Participants will be Red Cross employees and volunteers with a current professional license or certificate to practice as a CNA, EMT, LPN/LVN, PA, RN or MD.

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<b>Prerequisites</b>	<p><b>Required:</b></p> <ul style="list-style-type: none"><li>• <i>Fulfilling Our Mission: Translating Your Compassion Into Community Action</i> (DSGEN200A, Rev. 07/06)</li></ul> <p><b>Recommended*</b></p> <p>In addition to the requirements designated above, participants will benefit from having completed the following training prior to taking this course:</p> <ul style="list-style-type: none"><li>• <i>Serving People with Disabilities Following a Disaster</i> (DSPSS200B, Rev. 07/06)</li><li>• <i>Client Casework: Providing Emergency Assistance</i> (DSCLS202A, Rev. 07/06)</li><li>• <i>Shelter Operations</i> (ARC 3068-11, Rev. 09/05)</li><li>• <i>Staff Health: Deploying a Healthy Workforce</i> (may be available through your chapter or Service Area)</li><li>• <i>Client Assistance System</i> training</li></ul> <p>* Although the recommended courses are not prerequisites to the <i>Health Services Response</i> workshop, participants should complete these trainings prior to deployment. Health Services workers must also maintain current certification in First Aid and CPR.</p>
<b>Length</b>	<p>This one-day workshop contains approximately 5.25 hours of instruction, two 15-minute breaks and a 45-minute lunch (at the instructor's discretion), to comprise a 6.5-hour training day. Full attendance of the entire workshop is required.</p>
<b>Scheduling</b>	<p>Sponsoring Red Cross units will schedule training for a suggested minimum of 10 and a maximum of 25 participants.</p> <p>It is recommended that a ratio of one instructor to every 8-12 participants be maintained in order to provide adequate monitoring of and feedback to participants during the prescribed workshop activities.</p>
<b>Instructor Requirements</b>	<p>This basic-level disaster training workshop will be taught by one or more qualified disaster services instructor(s) who must meet the following criteria:</p> <ul style="list-style-type: none"><li>• Have sufficient operations knowledge and experience to provide a thorough understanding of the concepts, principles, procedures and protocols associated with the provision of Red Cross Health Services during chapter and multi-chapter level disaster relief operations, such that he or she can clearly and accurately convey them, provide participants with relevant examples and answer participants' questions.</li></ul>

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- Have successfully completed the *Health Services Response* workshop (DSCLS205W).

### **Recommended**

Workshop participants will especially benefit from the instructors who have completed the following training courses prior to teaching the *Health Services Response* workshop:

- *Fulfilling Our Mission: Translating Your Compassion Into Community Action* (DSGEN200A, Rev. 07/06)
- *Serving People with Disabilities Following a Disaster* (DSPSS200B, Rev. 07/06)
- *Client Casework: Providing Emergency Assistance* (DSCLS202A, Rev. 07/06)
- *Shelter Operations* (ARC 3068-11, Rev. 09/05)
- *Staff Health: Deploying a Healthy Workforce* (may be available through your chapter or Service Area)
- *Client Assistance System* training

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### **Materials**

For a list of the required course materials, see the Disaster Training Course List on CrossNet.

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